

## ICIS2 Analysis

This document describes the findings of analysis performed by CISCO concerning the feasibility of using ICIS2 as a case management system for the Worker Compensation Court.

### Summary of Findings

Based on conversations with IWD staff and a review of the current application, CISCO found that it is feasible for ICIS2 to act as the case management system for IWD with some modifications and enhancements. The modifications that would be required are detailed below. Our finding is that the functionality required by IWD is a fairly good subset of the functionality found in ICIS2.

However, in discussions with the end users and stakeholders, it was found that ICIS2 only has a one component of the overall required functionality. ICIS2 performs only case management and is only intended for use by internal staff. During the meeting with end users it was indicated that document management and public search are also requirements. The Judicial Branch of Iowa has other systems that perform these functions. Public search is handled by a system called Electronic Public Access (EPA), a J2EE web-based application running on WebSphere at ITE. This system would require heavy modification. Additionally Iowa's court system uses paper-based case files and they are just starting the process of moving to electronic document handling.

Our conclusion is that to meet all of the requirements (case management, public search, and document handling) IWD should pursue a custom-developed or COTS system that is tailored to the needs of IWD.

### ICIS2 Modifications Required

While ICIS2 is a fairly good fit for the case management needs of IWD, there are several modifications that will be required:

- **Per County Variations:** ICIS2 has the ability to vary some codes and lookup values per county. Our discussions with IWD staff indicate that this is not necessary. CISCO would recommend setting up the entire State of Iowa as a "county" in ICIS2.
- **Litigants:** ICIS2 has the ability to index people against the case in hundreds of different roles. In discussions with IWD staff it seems that there are less than 10 of these for WCC. This may allow IWD to modify the litigants screen to simplify entry of people indexed to the case
- **New Cases:** Most new ICIS2 cases are entered by a clerk in a county courthouse. Because of the nature of the SCC cases, it's likely that all cases will begin as a "compliance" case which is not initially in dispute. These cases would be batch loaded similar to the current process.
- **Events/Docket:** Docketed events in ICIS2 are generally treated as unrelated to each other by the system. IWD events often trigger status and other changes in the events

that previously occurred. This type of relationship will have to be modeled in code and database structures. This represents new functionality.

- **Docket Screens:** Docketed events in ICIS2 all carry the same data elements. IWD needs custom attributes that can be configured (not coded) for each event. This is currently accomplished with a set of generic fields that are applied labels and meaning depending on the event code. This represents substantial new functionality that would have to be developed.
- **Financial:** The financial module of ICIS2 represents the quite complex requirements of the Judicial Branch. CISCO recommends that IWD not use the Financial module and instead develop the functionality to accept filing fees in another module.
- **Public Access:** ICIS2 is an internal staff only application. CISCO was instructed to not make any provision for external access. Modifying the application to allow for public searching would require substantial effort.